

Put a Little Disney Magic in your Service and Leadership

If you have ever visited a Disney Theme Park across the globe, you may feel that "nobody does customer service like Disney." Although the execution is complex, the baseline concepts are quite simple. As the day begins, you will uncover customer service strategies from Walt Disney himself, and then learn how to apply these lessons to your own organization which will enhance your levels of customer service.

After a short break, participants will turn their focus inward to discover the leadership lessons we can learn from a "little" roach? Six lessons, to be precise! We begin our session sharing why the "little" things matter, such as removing one's blinders, going the extra mile, taking responsibility, and creating a fun environment. This fun and engaging discussion will help all leaders understand why the small things *really* do make a difference.

Stories and examples from The Walt Disney Company are sprinkled throughout the morning as former Disney University leader Pete Blank leads this fun, engaging, and informational session. Upon completion, participants will have new skills and ideas that will help move them towards greater personal and professional success.

Learning Objectives

In this session, participants will...

- Examine the 3 C's of Disney customer service
- Explore the six "little things" needed to enhance their leadership skills
- Discover how to put some Disney magic into their own organization

Tentative Agenda

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| • 8:00am – 8:15am | Welcome / Introductions / Icebreaker |
| • 8:15am – 10:00am | The 3 C's of Disney Customer Service |
| • 10:00am – 10:15am | Break |
| • 10:15am – 11:50am | Pick up the Roach! – Why Leaders do the Little Things |
| • 11:50am – 12:00pm | Closing Thoughts and Action Planning |